

Usability survey template

Ask these questions post-usability testing to get more quantitative insights about your website or product's usability.

1. What did you like the most / stood out the most for you on our website/app?
2. Is there anything you would change about it?
3. On a scale of 0 to 10, how likely is it that you'd recommend this website to a friend or colleague?
4. Did you face any challenges or frustrations during this task/visit?
5. How would you rate the color palette of this website?
6. How useful were the images?
7. Were you able to clearly differentiate between links and other content?
8. Was it easy to use from your smartphone or tablet?
9. Was the size of the menus, drop-downs, and other features appropriate?
10. How would you rate the usability of this website/product?
11. What are some aspects you dislike?
12. How easy was it to navigate through the website/product?
13. Were you able to navigate to where you wanted to go easily?
14. How useful did you find the content our website?
15. Were you able to find help easily?
16. Could the content have been presented in a better way?
17. Were you able to play the videos (if any), and was the audio audible?
18. How did you feel about payment security on our website?
19. How satisfied were you with the pages loading time?
20. We would love to get your suggestions to help us improve our website to make it better for you.